



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

July 30, 2008

David Clark, CEO
Sterling Alliance, Inc., dba
CCT Computer Learning Center
P.O. Box 343
Junction City, CA 96048

Dear Mr. Clark:

RE: FINAL MONITORING VISIT REPORT for CCT Computer Learning Center– ET07-0159

Date of the Visit:	July 30, 2008
Beginning/Ending Time:	9:30 – 10:45 a.m.
Date of Last Visit:	May 6, 2008
Visit Location:	1900 Hilltop Road, Redding, CA
Persons in attendance:	David Clark, CEO, CCT Computer Learning Center; and Kay Summerfield, ETP Program Analyst
Action Required:	NO

CONTRACT INFORMATION:

Term of Agreement:	10/03/06 – 10/02/08	Agreement Amount:	\$229,320
Training Start Date:	11/30/06	No. to Retain:	130
Date Training Completed:	07/01/08	Range of Hours:	24 - 100
Type of Trainee:	Retrainee	Weighted Ave. Hours:	75

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SACRAMENTO, CA 95814
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www.etp.ca.gov
ETP (04/15/05)

FINAL REPORT SUMMARY:

- **HISTORY OF AGREEMENT CHANGES:**

The Agreement was executed and training began November 30, 2006. You reported that all training was completed by July 1, 2008, which ensured the 90-day retention period will be completed within the term of the Agreement.

ETP approved one revision on October 23, 2008, which allowed you to include additional training topics in your Curriculum. Once the Agreement was executed, your participating employers began requesting additional training topics which were not included in the original Agreement. Once the revision was approved, you customized each topic for their employees.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Enrolled:	141	Total Agreement Hours:	9,750
Dropped Following Enrollment:	10	Training Hours Recorded:	8,780
Completed Training:	131	Training Hours Potentially Reimbursable:	8,728
Completed Retention Period:	76	Completed 8 hours of Training:	135
In Retention Period:	55	Completed Minimum Hours for Reimbursement:	131

You provided Ms. Summerfield with projected statistics for the closeout of the Agreement. According to your records at the time of this final meeting, you expected to retain a total of 131 trainees (101% percent of planned retentions) for a total reimbursement of \$205,282.56, (90 percent of the encumbered amount). You agreed that the closeout invoice will be submitted by November 2, 2008.

INTERVIEW WITH THE SIGNATORY, DAVID CLARK, CEO

- **What barriers, if any, did you experience in implementing your ETP Agreement?**

I didn't experience any problem with the implementation of this Agreement. I added a few Curriculum topics that were requested by my participating employers.

- **What problems, if any, did you experience with ETP record keeping?**

I did not experience any problems with the ETP record keeping system. The only problem I experienced was with the Special Review Process while submitting

Final Invoices. The on-line system did not work and I had to submit all special requests by letter.

- **What assistance could ETP have provided that would improve the process for future Contractors?**

Fix the Special Review Process so it's user friendly. It's difficult to get into the Special Review Process. There should be a Special Review Process screen. You could use a same screen similar to the one used for Certification. Instead of recently hired, it could be working for another employer.

- **How did your participating employers' companies benefit from the ETP training?**

The companies were able to retain their existing staff because of their increased computer skills and reduce the need to hire more highly skilled workers with computer skills. The companies are also able to meet their customers' needs more effectively; they are able to provide improved customer service; compete in today's global economy; and remain in business.

ATTENDANCE ROSTERS:

Ms. Summerfield reviewed 100 percent of the rosters for 20 trainees (one trainee from each of your participating employers). All rosters reviewed met Panel requirements for documenting the training. This finding is based only on the training records reviewed during this visit and represents only a sampling of the training records completed to date. It is your responsibility to ensure that all training records are in compliance with Panel requirements for auditing purposes.

AUDIT:

You will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit or "review". These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked during training
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or concerns regarding this report, please contact Kay Summerfield at 916-813-8386 or at ksummerfield@etp.ca.gov within ten days of receiving this letter.

Sincerely,



Ruby Cohen, Manager
Sacramento Regional Office



Kay Summerfield, Contract Analyst
Sacramento Regional Office

cc: David Guzman, Director, Program Operations
Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File